

This is a PDF form. Your entries can be saved.

Service Order

Please fill out this service order completely and send it back to us by mail or fax.

Customer / Service Recipient

Company
Contact person
Street / No.
Postal code / city
Phone / mobile
Fax
Email

Invoice Recipient (if different)

Company
Contact person
Street / No.
Postal code / city
Phone / mobile
Fax
Email

Device Data

Type
Year of construction
S/N
Counter
Last maintenance
Desired service date

Device Location (if different)

Company
Contact person
Street / No.
Postal code / city
Phone / mobile
Fax
Email


We will do our best to realize your desired service data. However, it cannot be guaranteed.

Work to be Performed / Failure Specification / Additional Information (if necessary, use an additional sheet)

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Order

- I'd like to have an on-site-service. Please inform me about the travel costs and contact me in order to fix a date.
- I do not want to have a VDE-check. I do know, that this check is legally bound. (According to BGV A3 § 5 and TRBS1201, prescribed inspection interval: 12 months)

 We would like to point out, that all known defects must be communicated in writing (reason of commissioning/failure specification) in order to repair the device as completely as possible.

Incomplete, incorrect as well as not signed orders will not be taken into account.

With your signature, you do accept our General Terms & Conditions as well as our currently valid charge rates and terms of service on page 2.

Our General Terms & Conditions can be found here: <http://www.x-floc.com/de/downloads/allgemeine-infos/>

Place, date

Name (print name)

Customer's signature / company stamp

PRICE INFORMATION AND TERMS OF SERVICE

For commissioning service staff for installation, commissioning, customer training, maintenance and repair of machines and equipment, the following charge rates will be charged:

- (1) **HOURLY RATE** (for use at cost, valid within Germany)
Service and application technicians 65€/Hour*¹
- (2) **WORKING HOURS**
Working hours are Monday-Friday from 07:00 to 12:15 and from 13:00 to 16:15. In exceptional cases, service assignments in the evenings or at the weekends may be possible on request.
- (3) **TRAVEL COSTS**
Travel costs per kilometer 0,65€*²
An accommodation per diem of 120,00€ becomes due if the journey ex works to the operation site and back exceeds a distance of 600km and the total working- and travel time exceeds the working time of eight (UCC ten) hours prescribed by law. Travels by air, rail travels, taxi, public transport etc. will be charged according to actual expenditures.
- (4) **PRECONDITIONS**
In order to repair/check the device as completely as possible, all known defects must be communicated in writing (work to be performed/failure specification). A commissioning's cancellation is possible up to five working days before service, after that, 50% of the costs will be charged.
- (5) **TECHNICIAN ASSIGNMENT**
We kindly ask you for assistance services during the assignment of our service technician. For the duration of the service assignment, suitable assistants and qualified staff, required tools and equipment as well as energy need to be provided free of charge. It must be ensured that our service technician can start the service works immediately after arrival. In case of absence of the specified contact person or staff responsible, our service technician reserves the right to cancel the service assignment within 30 minutes after the scheduled service start. All costs incurred up to that time need to be borne fully by the principal. The machine and the accessories to be tested need to be emptied and provided in a covered environment and with the required electricity connections by the scheduled service start. All machine documentation, as operating instructions, electrical circuit diagrams etc. need to be provided.
- (6) **SAFETY**
Our technician has the right to refuse the service work for non-compliance with the safety precautions or when performing service work with high safety endangerment. All costs incurred up to that time need to be borne fully by the principal.
- (7) **REPAIR IN RENNINGEN**
Under certain circumstances, defects at the device cannot be fixed immediately and need to be repaired in the company's own workshop. In this case, if possible, our service technician may transport the device free of charge to Renningen. The options of return need to be clarified separately after completion of the service works. A replacement machine can be provided on request.
- (8) **SPARE PARTS, ACCESSORIES & CONSUMABLES**
Spare parts and accessories will be charged according to actual expenses.
- (9) **WARRANTY CLAIM**
The decision, whether a warranty claim occurs, can only be made after the on-site assessment and by a subsequently warranty testing.
- (10) **ACCEPTANCE**
Please convince yourself of the proper condition of your machine after completion of the work. With your signature on the maintenance report, you confirm the proper performance of the service and the number of required working hours. Complaints must be expressed in writing on the maintenance report. In this case, an acceptance of the service work will take place with reservation.
- (11) **COMPLAINTS**
Please inform us in writing about any complaints within eight days after receipt the invoice. Subsequent complaints cannot be accepted. Subsequent improvements and replacement deliveries to a notice of defects will only take place on a goodwill and without any recognition of a service obligation.
- (12) **PRICING AND PAYMENT**
The prices mentioned above are plus the statutory value-added tax. The accounting will be done after completion of the service work. Invoices for service work need to be paid net immediately without any deduction. Services and deliveries will be provided on the basis of our General Terms and Conditions.

*1) Working time will be charged according to the number of quarter-hours. Accounting will be done after actual expenses. (As of 28.09.2016)

*2) Travel costs will be charged ex works to the operation site and back. (As of 28.09.2016)

If the invoice recipient is not identical with the principal, the principal will be liable in addition to the invoice recipient for payment of the services rendered. X-Floc will demand the payment from the stated invoice recipient at first. If the invoice recipient will not pay for the services rendered on time, X-Floc is entitled to demand the payment of the invoice amount plus any applicable default interests from the principal.